



Patient Confidentiality & Data Protection

All patient information is handled in line with:

- UK GDPR
- Data Protection Act 2018
- NHS code of confidentiality

Patients are informed about:

- How their information is used
- Their right to access their dental records How to request corrections
- How their data is stored and shared

Data Protection Policy

1. Policy Statement

Broadway Dental Practice is committed to protecting the privacy, confidentiality, and security of personal data. We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy explains how the practice collects, uses, stores, and protects personal data relating to patients, staff, and other individuals.

All members of staff are responsible for ensuring that personal information is handled appropriately and securely at all times.

2. Scope

This policy applies to all personal data processed by Broadway Dental Practice including information relating to:

- Patients
- Staff members
- Contractors and suppliers
- Job applicants
- Visitors to the practice

Personal data may be held in both electronic and paper formats.

3. Data Protection Principles

Broadway Dental Practice complies with the seven principles of data protection under UK GDPR. Personal data must be:

1. Processed lawfully, fairly and transparently
2. Collected for specified, explicit and legitimate purposes
3. Adequate, relevant and limited to what is necessary
4. Accurate and kept up to date
5. Kept only for as long as necessary
6. Processed securely and protected against unauthorised access or loss
7. Processed with accountability and responsibility



4. Types of Information We Collect

Patient Information may include:

- Name, address, and contact details
- Date of birth
- Medical history and dental records
- NHS number (where applicable)
- Appointment records
- Treatment plans and clinical notes
- Payment and insurance details

Staff Information may include:

- Contact information
- Employment records
- Payroll information
- Training and professional registration details

5. Lawful Basis for Processing

Broadway Dental Practice processes personal data under lawful bases including:

- Provision of healthcare services
- Compliance with legal obligations
- Performance of a contract
- Legitimate interests of the practice
- Explicit consent where required

Special category data, such as medical information, is processed for the provision of health or social care.

6. Data Security

The practice takes appropriate technical and organisational measures to protect personal data, including:

- Secure electronic patient management systems
- Password-protected computers and restricted access
- Locked storage for paper records
- Confidential waste disposal
- Staff training on confidentiality and data protection
- Regular system updates and security controls

Staff must ensure patient information is not accessible to unauthorised individuals.

7. Confidentiality

All staff members have a duty of confidentiality and must not disclose patient information without appropriate authorisation or legal justification.

Patient information may only be shared when necessary for:

- Patient care
- Referrals to other healthcare professionals
- Legal or regulatory requirements



8. Data Retention

Records are retained in accordance with NHS and professional guidance.

Dental patient records are normally retained for:

- Adults: 11 years after the last entry
- Children: until the patient reaches age 25 (or 26 if treatment finished at age 17)

Records will be securely destroyed when no longer required.

9. Patient Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Request correction of inaccurate information
- Request erasure of data where applicable
- Restrict or object to processing
- Request data portability where relevant

Requests should be made in writing to the practice.

10. Data Breaches

Any suspected or actual data breach must be reported immediately to the Practice Manager or Data Protection Lead.

Where required, breaches will be reported to the Information Commissioner's Office (ICO) within 72 hours.

Appropriate actions will be taken to mitigate risks and prevent recurrence.

11. Data Protection Lead

The practice has appointed a Data Protection Lead responsible for overseeing compliance with this policy.

Data Protection Lead:

Dr Vimal Patel

Broadway Dental Practice
198 Burnt Oak Broadway, Edgware , HA8 0AS

12. Training

All staff receive training on:

- Data protection
- Confidentiality
- Information governance

Training is updated regularly to ensure compliance with current regulations.